



Accessibility Policy

1. PURPOSE

Ontario Equestrian (OE) strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. OE is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers/members.

2. DEFINITIONS

The following terms have these meanings in this Policy:

- a) *Days*: Total calendar Days, irrespective of weekends or holidays.
- b) *Employee*: An individual employed by OE operating in a full-time, part-time, term, contract, or voluntary capacity.
- c) *Executive Director*: Most senior staff person of OE, accountable to the OE Board of Directors.

3. SCOPE

This Policy shall apply to every person who deals with members of the public or other third parties on behalf of OE whether the person does so as an Employees, agent, Board member, volunteer or otherwise. Failure to comply with this Policy and operational procedures may result in disciplinary action up to and including termination.

4. UNDERSTANDING DISABILITIES AND THE AODA, 2005

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) which applies to both the public and private sector is Provincial Legislation with the purpose of developing, implementing and enforcing mandatory accessibility standards in order to comply with such standards for accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by 2025.

Ontario Regulation 429/07 “Accessibility Standards for Customer Service” states that organizations in Ontario must comply with the standards and provide their goods and services in accessible ways to people with disabilities.

5. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

OE is committed to excellence in serving all customers/members including people with disabilities and we will carry out our functions and responsibilities in the following areas:

5.1. COMMUNICATION

OE will communicate with people with disabilities in ways that take into account their disability. OE will train Employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Customers will be offered alternative communication formats that will meet their needs in a reasonable manner. They will be offered in ways that fully maintain independence, dignity and equality.

5.2. TELEPHONE SERVICES

OE is committed to providing fully accessible telephone service to our customers. OE will train Employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. OE will offer to communicate with customers by another method, such as TTY and/or e-mail if telephone communication is not suitable to their communication needs or is not available.

5.3. INFORMATION AND DOCUMENTS

Information and documents will be available to customers/members in alternative formats to meet their needs.

5.4. ASSISTIVE DEVICES

OE is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. OE will ensure that Employees are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our goods or services.

Assistive devices will be permitted and may be used by persons with disabilities when participating or benefitting from the goods and services pertaining to OE. Assistive devices may not be permitted if the use of the device poses risk to the health and safety of the person or animals using the device or to others using the goods and services of the organization.

OE currently provide some of the following types of assistive devices at our facilities:

- Wheelchair ramps
- Wheelchair accessible public washrooms
- Elevator access
- Text Telephones (TTY)
- Written documents/policies

5.5. BILLING

OE is committed to providing accessible invoices. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc.

OE will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Additional fees will not be charged to people with disabilities for accessible services.

6. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

OE is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. OE will also ensure that all Employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an Employees may ask the person with a disability to remove the animal from the area or refuse access to

good and services. Other reasonable arrangement to provide goods and services shall be explored with the assistance of the person with a disability.

OE is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter OE's premises with his or her support person. At no time, will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on OE's premises.

Fees will not be charged for support for admission to OE's premises.

7. NOTICE OF TEMPORARY DISRUPTION

OE will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

8. TRAINING FOR STAFF

OE will provide professional and appropriate training to all Employees, volunteers and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Where volunteers are assisting Employees, we will ensure that persons with disabilities are referred to an Employee for assistance.

This training will be provided within one month after Employees commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to assist and/or use assistive devices in order to help with the provision of goods and services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing OE's goods and services
- OE's policies, practices and procedures relating to the customer service standard.

Applicable Employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

9. FEEDBACK PROCESS

The ultimate goal of OE is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way OE provides goods and services to people with disabilities can be made by e-mail, phone, in person, or by mail. All feedback will be directed to the Executive Director. Customers can expect to hear back in ten (10) business Days.

10. MODIFICATIONS TO THIS OR OTHER POLICIES

OE is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this Policy before considering the impact on people with disabilities.

Any policy of Ontario Equestrian that does not respect and promote the dignity, independence and/or safety of people with disabilities will be modified or removed.

This Policy provides a framework to achieve service excellence to customers with disabilities but does not cover every situation.

If you are unclear about the requirements of this Policy, please contact the Executive Director at OE as follows:

Ontario Equestrian

320 Harry Walker Parkway North
Unit 2
Newmarket, ON L3Y 7B8
905.709.6545

Reviewed and Approved by the Ontario Equestrian Board of Directors: March 25, 2026

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